

Frequently Asked Questions (FAQ's) for the Kentucky Spirit Transition

- 1. Why is Kentucky Spirit no longer my MCO?**
Kentucky Spirit had a contract with the Department for Medicaid Services (DMS) to manage your health care. Kentucky Spirit made a decision to no longer provide managed care in Kentucky as of midnight, Friday, July 5, 2013. Kentucky Spirit members now have either CoventryCares of Kentucky or WellCare of Kentucky.
- 2. Will this affect all Medicaid members?**
No. Only Kentucky Spirit members are affected.
- 3. How did Medicaid decide which MCO I should have ?**
DMS assigned members to their new MCO based on your claims history when available. DMS also considered the doctors your family sees and if the doctors are a part of Coventry or WellCare's network.
- 4. How will I know which MCO I have?**
DMS sent you a letter dated July 1, 2013. Your new MCO will send you a new ID card and a new member handbook. If you have not received your ID card by July 15, 2013, call your new MCO. If you did not received a letter from DMS, contact us at (855) 446-1245 to make sure we have your current mailing address. You can call Monday through Friday, from 8:00 am to 5:00 pm Eastern Time.
- 5. What if I do not want the MCO I was given. Can I change?**
You have 90 days from July 6, 2013 to call and change your MCO. This 90 day period ends on October 3, 2013. After this time, you will not be able to change your MCO until the next annual open enrollment in 2014.
- 6. Will my medications or services change?**
CoventryCares and WellCare will honor current medication/prescriptions for 30 days (July 2013 through August 5, 2013). Your Medicaid benefits will not change. However, Coventry and WellCare may offer additional services.
- 7. Will I have to change my scheduled surgery?**
CoventryCares and WellCare will honor prior authorized health care services for 30 days while they review your medical needs. If your doctor or hospital does not participate with Coventry or WellCare, they will pay for your services.
- 8. Will my Prior Authorization (PA) approved by Kentucky Spirit be accepted?**
Yes. CoventryCares and WellCare will honor all prior authorized health care services for 30 days while they review your medical needs.
- 9. I have not received my new MCO card yet and I need medicine/services now. How do I get my MCO Medicaid ID Number?**
Call your new MCO to get your ID number and your new cards. You can also give the DMS assignment letter along with your Medicaid card to your provider to receive services. You may also give your Kentucky Spirit ID card to your provider and they can assist you.
- 10. Does my KY Unbridled Spirit Card still work?**
Yes. That is your Medicaid ID card.

- 11. How can I find out if my Primary Care Physician (PCP) is with my new MCO?**
You can contact your new MCO and search their provider directory or you may visit the [online managed care provider search](#) website.
- 12. How do I change or choose a Primary Care Physician (PCP) with my new MCO?**
Call your new MCO to choose or change your PCP.
- 13. What do I do if my doctor/hospital/pharmacy does not take my new MCO?**
Call your new MCO to help you find another doctor/hospital/pharmacy.
- 14. Can my doctor find out who my new MCO is?**
Your PCP or pharmacy can look on KY Health Net System to see your new MCO. Your PCP or provider can also call DMS at (855) 446-1245.
- 15. What are the phone numbers for Coventry and Wellcare?**
- [CoventryCares of Kentucky](#) (855) 300-5528 (TDD/TTY 711 1-888-470-0550)
 - [WellCare of Kentucky](#) (877) 389-9457 (TTY/TDD 1-877-247-6272)
- 16. Who do I call if I have a complaint?**
Please contact your new MCO.